WHAT IS CLAIMED IS:

1   1.   A method for searching potential solutions within a solution network
2   comprising:
3   authoring a solution to solve an issue;
4   storing the solution within a decision tree relating to the issue; and,
5   searching the solution network based upon the issue, the searching including
6   accessing the decision tree relating to the issue.

1   2.   The method of claim 1 further comprising:
2   presenting results of a search in a graphical presentation.

1   3.   The method of claim 2 further comprising:
2   the presenting includes rendering results of the search in a hierarchical view,
3   the hierarchical view enabling a user to bypass certain solutions by
4   skipping steps.

1   4.   The method of claim 2 wherein:
2   the presenting includes rendering results of the search in a tree format, the tree
3   format enabling navigating through trouble shooting steps one step at a
4   time, the tree format enabling a user to pick and choose particular steps
5   to access.

1   5.   The method of claim 1 further comprising:
2   the searching includes a self learning symptom based search using a
3   perception of an issue by the customer.

1   6.   The method of claim 5 wherein:
2   the decision tree links and strengthens or lessens relevancies of trees to
3   customer symptoms.

1   7.   The method of claim 1 wherein:

2   the searching includes enabling trees to be searchable by viewing a

3   hierarchical view of trees organized based upon business needs.

1   8.   The method of claim 1 wherein:

2   the storing the solution within a decision tree provides a dynamic tool that

3   reuses content and renders content based on the symptom and

4   requested environmental variables.

1   9.   The method of claim 1 wherein:

2   the storing the solution within a decision tree includes linking together

3   existing knowledge articles to generate troubleshooting trees.

1   10.   The method of claim 1 wherein:

2   the authoring the solution includes creating new articles available for use

3   through searching the knowledge base in other decision trees.

1   11.   The method of claim 1 wherein:

2   the authoring the solution includes creating content and troubleshooting trees

3   by viewing an issue in a process flow.

1   12.   The method of claim 1 wherein:

2   the authoring the solution includes dragging and dropping of content to create

3   relationships and create individual knowledge articles.

1   13.   The method of claim 1 wherein:

2   the authoring the solution is dynamic to enable content reviewers to review

3   relationships between individual pieces of knowledge.

1   14.   An apparatus for searching potential solutions within a solution

2   network comprising:

3   means for authoring a solution to solve an issue;

4   means for storing the solution within a decision tree relating to the issue; and,

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5   means for searching the solution network based upon the issue, the searching

6   including accessing the decision tree relating to the issue.

1   15.   The apparatus of claim 14 further comprising:

2   means for presenting results of a search in a graphical presentation.

1   16.   The apparatus of claim 15 further comprising:

2   the means for presenting includes means for rendering results of the search in

3   a hierarchical view, the hierarchical view enabling a user to bypass

4   certain solutions by skipping steps.

1   17.   The apparatus of claim 15 wherein:

2   the means for presenting includes means for rendering results of the search in

3   a tree format, the tree format enabling navigating through trouble

4   shooting steps one step at a time, the tree format enabling a user to

5   pick and choose particular steps to access.

1   18.   The apparatus of claim 14 further comprising:

2   the means for searching includes means for performing a self learning

3   symptom based search using a perception of an issue by the customer.

1   19.   The apparatus of claim 18 wherein:

2   the decision tree links and strengthens or lessens relevancies of trees to

3   customer symptoms.

1   20.   The apparatus of claim 14 wherein:

2   the means for searching includes means for enabling trees to be searchable by

3   viewing a hierarchical view of trees organized based upon business

4   needs.

1   21.   The apparatus of claim 14 wherein:

2   the means for storing the solution within a decision tree provides a dynamic

3   tool that reuses content and renders content based on the symptom and

4   requested environmental variables.

1   22.   The apparatus of claim 14 wherein:

2   the means for storing the solution within a decision tree includes means for

3   linking together existing knowledge articles to generate

4   troubleshooting trees.

1   23.   The apparatus of claim 14 wherein:

2   the means for authoring the solution includes means for creating new articles

3   available for use through searching the knowledge base in other

4   decision trees.

1   24.   The apparatus of claim 14 wherein:

2   the means for authoring the solution includes means for creating content and

3   troubleshooting trees by viewing an issue in a process flow.

1   25.   The apparatus of claim 14 wherein:

2   the means for authoring the solution includes dragging and dropping of

3   content to create relationships and create individual knowledge

4   articles.

1   26.   The apparatus of claim 14 wherein:

2   the means for authoring the solution is dynamic to enable content reviewers to

3   review relationships between individual pieces of knowledge.

1   27.   A system for searching potential solutions within a solution network

2   comprising:

3   an authoring module, the authoring module enabling authoring a solution to

4   solve an issue;

5   a storing module, the storing module storing the solution within a decision tree

6   relating to the issue; and,

7   a searching module, the searching module searching the solution network

8   based upon the issue, the searching including accessing the decision

9   tree relating to the issue.

1   28.   The system of claim 27 further comprising:

2   a presenting module, the presenting module presenting results of a search in a

3   graphical presentation.

1   29.   The system of claim 28 further comprising:

2   the presenting module renders results of the search in a hierarchical view, the

3   hierarchical view enabling a user to bypass certain solutions by

4   skipping steps.

1   30.   The system of claim 28 wherein:

2   the presenting module renders results of the search in a tree format, the tree

3   format enabling navigating through trouble shooting steps one step at a

4   time, the tree format enabling a user to pick and choose particular steps

5   to access.

1   31.   The system of claim 27 further comprising:

2   the searching module performs a self learning symptom based search using a

3   perception of an issue by the customer.

1   32.   The system of claim 29 wherein:

2   the decision tree links and strengthens or lessens relevancies of trees to

3   customer symptoms.

1   33.   The system of claim 27 wherein:

2   the searching module enables trees to be searchable by viewing a hierarchical

3   view of trees organized based upon business needs.

1   34.   The system of claim 27 wherein:

2   the storing module stores includes a dynamic tool that reuses content and

3   renders content based on the symptom and requested environmental

4   variables.

1 35.   The system of claim 27 wherein:
2 the storing module links together existing knowledge articles to generate
3   troubleshooting trees.

1 36.   The system of claim 27 wherein:
2 the authoring module creates new articles available for use through searching
3   the knowledge base in other decision trees.

1 37.   The system of claim 27 wherein:
2 the authoring module creates content and troubleshooting trees by viewing an
3   issue in a process flow.

1 38.   The system of claim 27 wherein:
2 the authoring module enables dragging and dropping of content to create
3   relationships and create individual knowledge articles.

1 39.   The system of claim 27 wherein:
2 the authoring module is dynamic to enable content reviewers to review
3   relationships between individual pieces of knowledge.